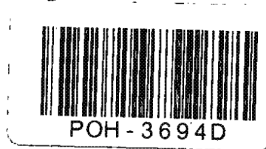


Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)



Statement of **Andy Paul Dunks**

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of -6- pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 22nd day of March 2006

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd., since the 11th March 2002 as an IT Security Analyst where I am involved in IT Security for the POA I am authorised by Fujitsu Services to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I have been asked to provide details and information on the reports of monitor faults, polling failures, equipment failures and calls for advice and guidance logged by the Horizon System Helpdesk recorded during the period November 2003 to November 2004 for the **Gaerwen Post Office** – FAD Code 160604

I have reviewed the helpdesk calls pertaining to this office and during the period 1st November 2003 to the 30th November 2004 there were 14 calls from Gaerwen Post Office – FAD Code 160604 to the Helpdesk. I am of the opinion that none of these calls relate to faults which would have had an effect on the integrity of the information held on the system.

Details and an overview of the calls are given in date order below:

16 February 2005 13:29hrs, Call E-0502160667– Pm states has gone to rem his cheques out, but has a difference on his reports, pm wants help adjusting stock. **Resolution:** balancing issue, referred to NBSC Team - Call Closed.

23 April 2005 08:21hrs, Call Reference E-0504230043 – Post Office Manager (POM) states his gateway counter has not loaded "please telephone horizon for instruction". **Resolution:** Key refresh not completed successfully, advised to reboot both counters which resolved issue –

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andrew Paul Dunks

Key refresh not completed successfully, advised to reboot both counters which resolved issue – Call Closed.

18 June 2005 05:21hrs, Call Reference E-0506180013 – CRITICAL EVENT RCVD (received) on H16060400102 @ 03:31 18th Jun 2005 - The device, \device\harddisk0\partition1 had a bad block. **Resolution:** Remotely rebooted counter - Call Closed.

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02 July 2005 09:37hrs, Call Reference E-0507020110 – PM had to reboot because the system was down and cannot pass the AP (Automated Payment) recovery. **Resolution:** referred PM to NBSC – Call Closed.

02 July 2005 09:41hrs, Call Reference E-0507020115– pat at NBSC transferred postmaster at site. PM states he has a screen freeze. **Resolution:** Advised PM to reboot – Call Closed.

02 July 2005 10:06hrs, Call Reference E-0507020145 – Counter frozen. PM said it keeps going to AP recovery screen. **Resolution:** PM to leave off for 5 minutes and reboot, but this time not to proceed with AP recovery screen, Advised Pm to re-calibrate the screen, – Call Closed.

02 July 2005 10:57hrs, Call Reference E-0507020183 – PM states that the touch screen is not responding. **Resolution:** Advised Pm to re-calibrate the screen – Call Closed.

13 July 2005 23:10hrs, Call Reference E-0507130815 – A critical event has been received for counter H16060400102, 'The device, \device\harddisk0\partition1 had a bad block.. **Resolution:** Remotely re-booted counter which resolved fault - Call Closed.

ADDIT

13 October 2005 08:37hrs, Call Reference E-0510130072 – PM states the card account withdrawals have a zero entry for the value. **Resolution:** Transferred to NBSC - Call Closed.

13 October 2005 10:38hrs, Call Reference E-0510130345 – caller states the auditor requires a One Shot Password (OSP). **Resolution:** OSP ref No' given – Call Closed.

14 October 2005 11:33hrs, Call Reference E-0510140328 – Caller states that the auditor requires OSP. **Resolution:** OSP given – Call Closed.

31 October 2005 14:16, Call Reference E-0510310998 - Catherine at NBSC states that the

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andrew Paul Dunks

Call Closed.

18 June 2005 05:21hrs, Call Reference E-0506180013 – CRITICAL EVENT RCVD on H16060400102 @ 03:31 18th Jun 2005 - The device, \device\harddisk0\partition1 had a bad block. **Resolution:** Remotely rebooted counter - Call Closed.

02 July 2005 09:37hrs, Call Reference E-0507020110 – PM had to reboot because the system was down and cannot pass the Ap recovery. **Resolution:** referred PM to NBSC – Call Closed.

02 July 2005 09:41hrs, Call Reference E-0507020115– pat at NBSC transferred postmaster at site. PM states he has a screen freeze. **Resolution:** Advised PM to reboot – Call Closed.

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Continuation of statement of Andrew Paul Dunks

PO closed on 13/10/05 due to audit. it closed at 8:38 and re-opened at 11:20. **Resolution:** PO re-opened – Call Closed.

29 November 2005 10:35hrs, Call Reference E-0511290350 –BRANCH IS TEMP CLOSED AFTER AUDIT. PM SUSPENDED. AWAITING POL AREA INTERVENTION OFFICE VISIT. **Resolution:** Branch closed under FAD160604 and re-opened under new FAD - Call Closed.

22 December 2005 11:05hrs, Call Reference E-0512220335 - this office has been closed since 24/10/05 and the last EOD is 01/12/05. **Resolution:** Counters have been locked down and removed, PO is due to open under new FAD.- Call Closed.

At various times on the 22nd March 2006 hardcopy printouts of the 14 calls detailing the information recorded on the helpdesk database for the required date period were produced. I now produce the hardcopy printouts as Exhibit APD/01.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my normal duties, I have access to these records.

Signature

Signature witnessed by



Post Office Account S70 Archive4.1 on hshpowermart1

PH4POAS70 on msdc01poadb02 16/03/2006



Call E-0512220335

©2002 Fujitsu Services Limited

Status:	Closed	Opened:	Thu 22 December 2005 11:05	Affected Site:	160604
Severity:	2 C	Closed:	Wed 04 January 2006 08:06	FAD/Path Code:	PATH102
Customer:	I039			No. Counters:	2
Priority:	1	Local / Intermediate / Remote:	L	CSR/Team:	uk085045 / SMC7-Distrib
Caller Details					
Caller:	Peter ross	Phone:	GRO	Site:	160604
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT02	Call Type:	C	ProbType:	CC04
Problem Text:	this office has been closed since 24/10/05 and the last EOD is 01/12/05...				
Call Closure Details					
Closed:	04/01/2006 08:06	Cause:	CA6	Repair:	RH4
Resolution:	RS10				
Text:	Call Close by Peter Ross: this will be resolved 19/1				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	winnt	Description:	Windows NT	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 22 December 2005 11:03 by uk085045 / SMC7-Distrib			Saved: Thu 22 December 2005 11:05	
	New call taken by Peter Ross: this office has been closed since 24/10/05 and the last EOD is 01/12/05...				
OPEN_CALL_TS	Thu 22 December 2005 11:05 by uk085045 / SMC7-Distrib			Saved: Thu 22 December 2005 11:06	
	Open Calls Troubleshoot (Affected Site:160604)				
Information	Thu 22 December 2005 11:07 by uk085045 / SMC7-Distrib			Saved: Thu 22 December 2005 11:07	
	however it is shoing incorrectly as up on the web page. please correct.				
REASSIGN	Thu 22 December 2005 11:08 by uk085045 / SMC7-Distrib			Saved: Thu 22 December 2005 11:08	
	Call # E-0512220335 was Reassigned from Peter Ross, Group SMC7-Distrib to Group SMC-MSS-SUPP				
OPEN_CALL_TS	Thu 22 December 2005 12:28 by UK061801 / SMC-MSS-SUPP			Saved: Thu 22 December 2005 12:30	
	Open Calls Troubleshoot (Affected Site:160604)				
Information	Thu 22 December 2005 12:30 by UK061801 / SMC-MSS-SUPP			Saved: Thu 22 December 2005 12:30	
	looking at the current open calls, as per E-0511290350 FAD has archived and will require OBC Reroll. Is the manual work being done by SSC impacting on the state of the office in the smd table : smd_fad_state? The last contact time is : 02 Dec 05 The last EOD is : 01 Dec Bu the FAD is showing as state : UP. Are we ok in simply changing the value of the row "communication_state" to DOWN in smd_fad_state? or are there other tables to update? (Note: the "No. counters are currently down" has no counters listed. If we change the above, will this be populated auto? Note, the FAD is not health checking.				
REASSIGN	Thu 22 December 2005 12:34 by UK061801 / SMC-MSS-SUPP			Saved: Thu 22 December 2005 12:34	
	Call # E-0512220335 was Reassigned from Group SMC-MSS-SUPP to Group SMC2 for advice.				
Information	Thu 29 December 2005 11:25 by uk061353 / SMC2			Saved: Thu 29 December 2005 11:25	
	Looking at Tivoli the office is shown as open but with both counter suspended. Previous update states health checks fail and that a re-roll will be needed due to office archiving. This call should really go to the OBC team to put the appropriate action through OCMS. Thanks David - MSS				
REASSIGN	Thu 29 December 2005 11:29 by uk061353 / SMC2			Saved: Thu 29 December 2005 11:29	
	Call # E-0512220335 was Reassigned from Group SMC2 to Group SMC-MSS-SUPP				
OPEN_CALL_TS	Thu 29 December 2005 11:34 by uk082067 / SMC-MSS-SUPP			Saved: Thu 29 December 2005 11:40	
	Open Calls Troubleshoot (Affected Site:160604)				
SUSPEND	Thu 29 December 2005 12:26 by UK061916 / SMC-MSS-SUPP			Saved: Thu 29 December 2005 12:26	
	Due for Release on 03/01/2006 at 09:00:00 Call suspended by Russell King FAO Wayne on his return				
RELEASE	Tue 03 January 2006 09:00 by Sysadm / SYSTEM			Saved: Tue 03 January 2006 09:00	
	AUTO-RELEASE from SUSPEND (Release was due on 03 Jan 2006 at 09:00:00)				
Information	Tue 03 January 2006 13:07 by UK061801 / SMC-MSS-SUPP			Saved: Tue 03 January 2006 13:07	
	As of call e-0511290350, the FAD's kit has been locked down for investigation, FAD to be reopened under new FAD. The existing FAD is to be closed 16 01 06 - this will remove the "up" issue.				
REASSIGN	Tue 03 January 2006 13:10 by UK061801 / SMC-MSS-SUPP			Saved: Tue 03 January 2006 13:10	
	Call # E-0512220335 was Reassigned from Group SMC-MSS-SUPP to Group SMC7-DISTRIB FAO Peter.				
REASSIGN	Tue 03 January 2006 14:25 by uk081617 / SMC7-Distrib			Saved: Tue 03 January 2006 14:26	

CLEAR	Call # E-0512220335 was Reassigned from Group SMC7-DISTRIB to Peter Ross, Group SMC7-Distrib Wed 04 January 2006 08:05 by uk085045 / SMC7-Distrib this will be resolved 19/1	Saved: Wed 04 January 2006 08:05
CLOSE	Wed 04 January 2006 08:06 by uk085045 / SMC7-Distrib Call Close by Peter Ross: this will be resolved 19/1	Saved: Wed 04 January 2006 08:06

"CRITICAL" STATEMENT.

ARE BAD BLOCKS COMMON.

WHAT PROCESS RUNNING AT TIME
PARTITION..